

# CITY OF YOUNGSTOWN MAYOR JAMAEL TITO BROWN



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## DEPARTMENT OF COMMUNITY PLANNING AND ECONOMIC DEVELOPMENT

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## CDA SOCIAL SERVICE NAVIGATOR

### Position Summary

The Community Development (CDA) Social Service Navigator position is an integral position for effective community development. The navigator will work under the direction of the Community Development Director, and is responsible for managing the communication between social service providers and connecting proper resources to community citizens. The CDA Social Service Navigator will attend and coordinate outreach meetings and activities with the community to talk about their needs and concerns, directing them to the proper organizations with plans on improving the quality of life for city residents. The individual in this position must have excellent public speaking, time management, organizational, and customer service skills, especially in acknowledging and responding to community concerns and complaints.

As part of the City's communications team, the CDA Social Service Navigator will work collaboratively with other departments and partners to help advance the City's online, social media and in-person engagement and public participation in matters pertaining to city residents. This position requires critical skills in communications and creative community engagement to build multi-faceted relationships with neighborhoods, community groups, businesses, and agencies through a variety of media sources, including news media, social media, special events, volunteerism, and programming.

The person in this position will write, proofread and edit communication materials and ensure appropriate use of City branding, tone and quality control over projects; and develop messages appropriate for a wide variety of subjects and diverse audiences.

### ESSENTIAL DUTIES and RESPONSIBILITIES:

- The CDA Social Service Navigator will serve as a community engagement liaison, representing the City's Community Development Division to convey a wide spectrum of topics and information to a broad range of citizens
- Ensure effective two-way communication with both internal (City departments and employees) and external (community members, groups, businesses, etc.) through an ongoing review of resident interests and issues
- Provide resources and support to encourage trusting, effective, vibrant, and inclusive leadership structures within communities
- Support an effective, innovative social media platform to generate interest, participation, and engagement of members of the City's diverse communities

- Develop strategies and methods to enhance and encourage public involvement, such as organizing public forums around community topics, issues, and other distinctive characteristics of a diverse local community
- Recommend changes and additions to City policies that encourage community engagement
- Develop, implement, and coordinate various projects and activities as assigned
- Actively support the vision, mission, goals and values of the CPED Department the Community Development Division, and the City
- Undertake other projects (as directed by the Community Development Division Director) that may require information gathering and other related program development actions

**SUCCESSFUL CANDIDATES FOR THIS POSITION WILL:**

HAVE THE KNOWLEDGE OF:

- Basic principles and practices of effective project and program planning, organization, development, coordination, implementation and administration
- Full range of communication techniques including verbal, written, web, media and other related technological advances and how to strategically apply them in a municipal environment
- Principles of diversity, equity and inclusion
- Modern office practices, procedures and equipment knowledge

BE SKILLED IN:

- Community outreach, social engagement, problem solving and event planning
- Social media as a means of creating inclusion and building community trust
- Public speaking
- Effective use of written and verbal communications as it pertains to the job
- Establishing and maintaining effective, ongoing working relationships with the neighborhoods, the community, public officials, and staff
- Effectively working with politically-sensitive situations, analyzing complex problems, and developing creative solutions with demonstrated expertise

HAVE THE ABILITY TO:

- Become familiar with Youngstown's communities, including the schools, businesses, neighborhoods, and cultural groups
- Learn City organization, operations, policies, procedures, goals, and objectives
- Plan, organize, and coordinate programs and projects
- Facilitate inclusive meetings with a wide range of stakeholders
- Perform a variety of duties involving frequent and responsible public contact

- Demonstrate critical and creative thinking skills, take initiative, and develop innovative methods to accomplish set goals
- Effectively maintain relationships with a variety of elected officials
- Use social media as part of an effective communication strategy
- Determine appropriate action within ambiguous or unclear guidelines
- Meet schedules and timelines
- Understand and follow oral and written direction
- Make use of content management systems
- Provide information to a variety of officials, boards, and staff on neighborhood and community relations issues
- Respond quickly and appropriately to inquiries from the public regarding Community Development Division issues
- Solicit cooperation and resolve conflicts
- Effectively work in a team environment
- Exercise good judgment, discretion, and maintain confidentiality
- Prioritize and manage multiple concurrent projects and tasks and work independently
- Operate standard office equipment and related software
- Organize and attend meetings and events within the community that occur in the evenings and on the weekends

**SKILLS FOR THE POSITION MAY BE GAINED THROUGH EDUCATION, CERTIFICATION, RELEVANT JOB EXPERIENCE or a COMBINATION, SUCH AS:**

Education: Bachelor's degree in Social Work, Public Relations, Communications, Public or Business Administration, or a related field; and

Experience: Two (2) years of responsible experience in a public service organization dealing with Community/Public Relations, Social Engagement, Communications, Neighborhood Programs Coordination or a related field.

**WORKING CONDITIONS:**

Work is performed both in an office and out in the field at off-site meetings and events, such as neighborhood meeting site or in community facilities. The person in this position may be exposed to individuals who are irate or hostile; may be subject to working evenings and weekends to attend community and neighborhood meetings, and carryout other responsibilities required of this position.

While performing the duties of this job, the employee is regularly required to sit, talk and hear; frequently required to walk; occasionally required to stand and reach with hands and arms; and occasionally required to lift, carry and/or move up to 25 pounds.